



Financial and Professional Services Industry

REAL TIME LABOR MARKET SUMMARY

February 2019

Financial and Professional Services Industry Labor Analysis Across the State During the last 6 Months

A sampling of the Financial and Professional Services industry for the 6-month period showed over 25,000 job postings for top demand jobs. The top occupation was Customer Service Representative, making up 9.8% of total job postings.

Top Job Postings		% of Online Job Postings	
SOC code	Occupation		
Now Occupations			
43-4051	Customer Service Representatives	9.8%	
43-3071	Tellers	2.5%	
41-9011	Demonstrators and Product Promoters	0.6%	
43-4171	Receptionists and Information Clerks	0.5%	
43-9061	Office Clerks, General	0.4%	
43-9021	Data Entry Keyers	0.3%	
53-7062	Laborers & Freight, Stock, & Material Movers	0.2%	
43-5081	Stock Clerks	0.2%	
41-9041	Telemarketers	0.2%	
41-9099	Sales and Related Workers, All Other	0.1%	
Next Occupations			
41-4012	Sales Representatives, Wholesale & Manufacturing	9.0%	
41-3021	Insurance Sales Agents	2.2%	
23-2011	Paralegals and Legal Assistants	1.7%	
27-1026	Merchandise Displayers and Window Trimmers	1.2%	
43-1011	First-Line Supervisors of Office & Admin. Support Workers	1.2%	
15-1151	Computer User Support Specialists	1.1%	
43-6014	Secretaries and Administrative Assistants	1.1%	
13-2082	Tax Preparers	1.1%	
43-3031	Bookkeeping, Accounting, and Auditing Clerks	0.9%	
41-3099	Sales Representatives, Services, All Other	0.7%	
Later Occupations			
15-1132	Software Developers, Applications	4.7%	
11-9199	Managers, All Other	3.1%	
41-3031	Sales Agents, Financial Services	3.0%	
11-3031	Financial Managers, Branch or Department	2.5%	
13-1111	Management Analysts	2.5%	
11-2022	Sales Managers	1.7%	
13-2051	Financial Analysts	1.6%	
13-2072	Loan Officers	1.6%	
13-2052	Personal Financial Advisors	1.6%	
15-1121	Computer Systems Analysts	1.4%	

Occupations are divided into Now, Next and Later categories based on the typical training and education required. Now occupations typically require short-term on-the-job training, little to no experience, and/or a high school diploma. Next occupations typically require a non-degree certificate, associate's degree, apprenticeship, some experience, or moderate- to long-term training. Later occupations require a bachelor's degree or higher.

Although Customer Service Representative was the top occupation, the Later category made up over one-half (53%) of total job postings, indicating this is an industry that demands technical and skilled labor.

The top five employers for the 6-month period of Aug. 1, 2018 - Jan. 31, 2019 were:

- U.S. Bancorp
- H & R Block
- Centene Corporation
- Wells Fargo
- Commerce Bank

Financial and Professional Services Industry Skills and Certificates

Top 10 Basic Skills		Top 10 Specialized Skills	
Description	Rank	Description	Rank
Communication Skills	1	Customer Service	1
Problem Solving	2	Sales	2
Microsoft Excel	3	Customer Contact	3
Teamwork / Collaboration	4	Project Management	4
Detail-Oriented	5	Scheduling	5
Microsoft Office	6	Budgeting	6
Organizational Skills	7	Product Sales	7
Written Communication	8	SQL	8
Research	9	Accounting	9
Planning	10	Business Development	10

Basic skills are the most numerous, found in the majority of job advertisements. Several soft skills such as communication, problem solving and teamwork ranked in the top 10. Communication skills were requested in over two-fifths (41%) of the job postings. Top requested specialized skills included customer service and sales.

Top 10 Software Skills		Top 10 Certificates	
Description	Rank	Description	Rank
Microsoft Excel	1	Driver's License	1
Microsoft Office	2	Certified Public Accountant (CPA)	2
Microsoft Word	3	Insurance License	3
Microsoft Powerpoint	4	Insurance Agent Certification	4
SQL	5	Series 7	5
Java	6	Project Management Certification	6
Software Development	7	Property and Casualty License	7
Oracle	8	Security Clearance	8
Microsoft Outlook	9	Registered Nurse	9
Software Engineering	10	Life and Health Insurance License	10

Both knowledge of Microsoft programs and programming skills ranked in the top requested software skills. The top requested certificate was Driver's License, followed by Certified Public Accountant and Insurance License.

Notes:

Data for this analysis has been extracted using Burning Glass Technologies Labor/Insight™ tool which collects information from over 35,000 web sources, including job boards, newspapers, and employer websites. While this analysis presents a broad picture of hiring activity and serves as a measure of labor demand, it does not capture openings that are filled through other networks.

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